

In the Specification:

Please replace paragraph[0007] with the following amended paragraph:

[0007] The present invention provides for downloading a mini-application, such as an executable code module, to the customer's computer so that the customer's computer, such as a PC, automatically establishes a new chat session at a new URL specified by the agent. Thus, the customer is required to take no action and is ~~magically~~automatically transported to another chat session where the customer can obtain the information or relief desired.